Key items & events

Legislators looking at ConnectND and state agency IT funding

State lawmakers may be listening to higher education pleas for fairness in funding ConnectND. That was the perspective shared by Gov. John Hoeven and Chancellor Larry Isaak during the ConnectND Interactive Video Network update on Thursday, April 3. While the $20 million recommended by Governor Hoeven was still appropriated for the project in House Bill 1022, the House approved amendments that called for a transfer from the student loan trust fund and spending $3.6 million from the general fund for what is considered to be the state general government's share, and allowing the North Dakota University System to bond up to $16.4 million.

The Board of Higher Education, during its March 20 meeting, adopted a resolution requesting the Legislature to provide "equitable funding" for the University System share. The resolution pointed out that ConnectND is a partnership between higher education and state general government, and that the board and the North Dakota Student Association a year ago "in good faith" supported a student fee of $3.50 per semester hour, up to 12 credit hours ($42) per semester, to be assessed all students. The North Dakota Student Association's legislative affairs committee has adopted a resolution calling upon the Legislature to restore the 60/40 higher education/state government funding agreement intended by the 2001 Legislature, and requested that any student loan trust fund money allocated for ConnectND be applied to the higher education portion of the project. As this newsletter was printed, there appeared to be support in the Legislature for going back to the $20 million in bonding, as recommended by the governor, and the maintaining the cost-sharing formula.

Governor, Chancellor speak at April 3 ConnectND IVN update

Governor John Hoeven and University System Chancellor Larry Isaak expressed their support and appreciation to the ConnectND project teams and pilots sites. Both also said they have experience with software upgrades and recognize the challenges the project teams and pilot sites are facing.

Hoeven said technology is an important tool for building North Dakota and the state needs to upgrade its existing systems to serve our customers. This upgrade, he indicated, will increase our ability to provide service to all constituency groups, including students. Hoeven believes that while this project had great front-end planning, its success can also be attributed to the tremendous follow-through by the project teams and pilot sites. Hoeven said he remains very committed to ConnectND and believes the Legislature will continue to support it.

Isaak told the Mayville State and Valley City State University pilot sites the university system is watching and learning, and he is impressed by their enthusiasm. He recognizes the need for patience because the system will not be perfect initially. Isaak has asked the presidents to establish implementation teams to guide campus transition.

This update session is available in the ConnectND video archive.

————Timeline————

What is the current status of the ConnectND project?

In the March 28, 2003 report, the Project Oversight team reported:
- The first two project components are on time and on budget;
- Most deliverables are on track;
- There are no scope issues at this time; and
- There are currently no risks impeding the project at this time

How is ConnectND being implemented?

Under the leadership of a State Executive Steering Committee (co-chaired by Donna Thigpen, President, Bismarck State College and Pam Sharp, Interim Director, Office of Management and Budget) and with the help of our implementation partner, *MAXIMUS,* the project is being implemented using a five-phased approach:
1. Initiation – Complete
2. Design – Complete
3. Development – 91% Complete
4. Migration – 10/7/02/ to 5/15/03
5. Post Production – 10/7/02 to 8/29/04

When will ConnectND be implemented?

General state government began replacing central payroll with PeopleSoft Human Resources Management system April 1. In addition, the state's pilot sites (Office of Management and Budget, Attorney General's Office, Department of Human Services, and Highway Patrol) also began implementing portions of PeopleSoft Financials on April 1. Financial and human resource management system (HRMS) rollouts for the university system pilot sites, Mayville and Valley City State Universities, also began April 1; as did HRMS at the NDUS Board office. The *ConnectND Rollout Schedules* contain more specific information related to these rollouts.

Fyi & updates

Words & acronyms

ERP— "Enterprise Resource Planning" System or "Enterprise Resource Package." Essentially, it means an administrative software system that covers the entire enterprise – from students to employees to financial management. While our current administrative systems (commonly known as SAMIS or CICS) were developed long before "ERP" was even thought of, they are essentially our ERP today.

Web-streamed—Recorded live and broadcast real-time via the Internet to those who cannot be at the event location.

About ConnectND

What is ConnectND?

The CONNECT ND project is the implementation of *PeopleSoft's* ERP system that will replace North Dakota's current administrative computer systems. The ERP system will serve as the administrative systems for the entire enterprise – from students to employees to financial management.

Who is involved in ConnectND?

All of North Dakota State Government, including the North Dakota University System, is involved this project.

How is the ConnectND project organized?

The project has been organized by module (functional area) into three state groups (Financial, Human Resources Management System, and Technical) and four higher education groups (Financial, Human Resources Management System, Student Administration, and Technical).

Continued from page 1

Legislative report

While the Senate Appropriations Committee was still working on House Bill 1022, legislators were looking at trimming state agency spending on information technology. Lawmakers were also discussing centralizing some general government information technology services into the state's Information Technology Department. The Senate committee has collected specific spending figures and closely scrutinized the ConnectND and IT budgets. The ConnectND funding must be passed out of committee and approved by the full Senate before differences with the House can be resolved in conference committee.

Announcements

ConnectND Bulletin page

The ConnectND Web site has a new face. Called "bulletin," the page will be updated regularly to feature relevant and timely news regarding the project. This is a communications tool intended to make the Web site more interesting, relevant and useful for new viewers as ConnectND progresses beyond its design and development into phased implementation. Hypertext links on the face page will take users directly to the main ConnectND Web site, which contains a wealth of current and archived information about the project. The Web address http://www.nodak.edu/connectnd/index.html will land browsers on the new ConnectND face. Frequent users may choose to bookmark the http://www.nodak.edu/connectnd/index.php address and thus advance directly to the main ConnectND Web site.

Demonstration requests may need to take a backseat

ConnectND project and pilot teams are receiving requests for demonstrations and walk-throughs. However, requestors may need to be put on hold temporarily, as the teams' time is currently dedicated to pilot site implementation.

ConnectND communications plan updated

The Higher Education Steering Committee has approved a comprehensive update to the ConnectND communications plan. This plan supplements the extensive formal training processes that will prepare state employees and campus faculty, staff and students to fully use and take advantage of the expanded opportunities ConnectND administrative systems will provide. The steering committee also approved an elaboration of the roles and responsibilities listed in the project charter for everyone involved in implementing Connect North Dakota. Those documents, along with a checklist to help presidents and their staffs prepare for and successfully implement the Connect North Dakota systems, were sent to campuses this week.

Links mentioned

• **Calendar:** www.nodak.edu/connectnd index.php?module=PostCalendar

• **Chancellor's letter to presidents:** http://www.nodak.edu/connectnd/repository/development/memo-03-26-03.pdf

• **House Bill 1022:** (as introduced and as amended by the House) http://www.state.nd.us/lr/assembly/58-2003/bill_actions BA1022.html

• **Implementation documents: (ConnectND communications plan, roles & responsibilities)** http://www.nodak.edu/connectnd/modules.php?op=modload&name=News&file=article&sid=580&mode=thread&order=0&thold=0

• **Implementation pointers:** http://www.ndsu.nodak.edu/connectnd/modules.php?op=modload&name=News&file=article&sid=582&mode=thread&order=0&thold=0

• **Legislative update:** http://www.nodak.edu/connectnd/modules.php?op=modload&name=News&file=article&sid=581&mode=thread&order=0&thold=0

• **Rollout Schedules:** http://www.nodak.edu/connectnd/modules.php?op=modload&name=News&file=article&sid=57

• **Video archive:** http://www.ndsu.nodak.edu/connectndmodules.php?op=modload&name=Downloads&file=index

Supplemental

e bulletin

April 2003

In preparation for "go-live," VSCU establishes a ConnectND Implementation Team

On March 21st, the VCSU Implementation Team met for the first time. Ellen Chaffee, president, said the "purpose of the team is to oversee and ensure a successful implementation of ConnectND software at VSCU." She added that throughout implementation, "we need to keep our perspective and exercise our sense of humor while being both vigilant to guard against or quickly recover from any negative impacts our implementation and learning process may have on all our relationships campus wide as well as with our prospective and current students – it is hard to look good, while you're learning." Chaffee is chairing the VCSU Implementation Team.

For the benefit of other campuses, VCSU has agreed to regularly share information about its experiences for a new section of this newsletter. See related article: *Pointers from the Pilots.*

Pilot Support Plan for ConnectND

Overview

The ConnectND project executive committees have decided to provide help desk support via a two help desk model. The picture below gives a basic understanding of how support will be handled for the ConnectND applications.

During the pilot phase of the project, a basic level of service will be provided. The 1st Tier groups will take the incoming calls, log them into their tracking systems, provide a minimum level of troubleshooting and pass along the calls to the appropriate members of the project team.

Overall Summary of ConnectND Support Plan

There are several benefits to this system:

· During operational hours, a client should be able to log a call and have the issue handled without having to worry about a single support individual's schedule or availability.
· The 1st Tier systems are currently set up to handle a larger number of calls with a minimum of additional expense.
· The tracking systems will be able to provide basic reports to the project team to help identify if a particular area needs closer examination or if changes in training need be made.
· It allows the 1st Tier teams to gain experience with the type and manner of calls coming in while still ensuring issues are handled in the timeliest manner possible.

As time passes, we will move to a more complex model in which the 1st Tier groups will be able to provide more troubleshooting and resolutions to the callers, speeding up the overall time required to solve issues and freeing up the project team's time so they can focus on the next phases of the project (the rollout of the pilot modules to other agencies & campuses as well as the rollout of additional modules to everyone.)

Contact Details:

Below is how to contact the support groups for state government and higher education.
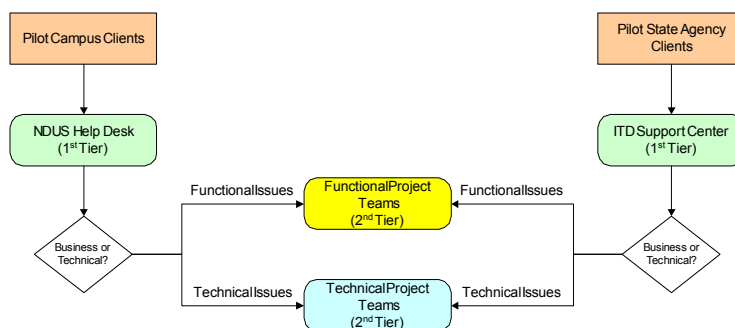
State Government

For state agencies and state ConnectND project teams needing help with the ConnectND environment or applications please call the ITD Support Center at 701-328-4470 or 1-800-837-9807. The ITD Support Center will take all reported issues related to security, application errors/problems and VPN or Citrix connection issues.
The ITD Support Center is staffed M-F from 7 a.m-5 p.m. After 5 p.m, the ITD operations staff will handle "mission critical" emergency ConnectND calls only.
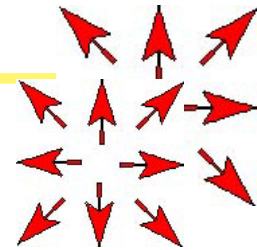
Higher Education

For higher education clients and higher education ConnectND project teams needing help with the ConnectND environment or applications please call the NDUS Help Desk at 1-866-457-6387, 701-777-2222 (Grand Forks), or 701-231-8036 (Fargo). The NDUS Help Desk will take all reported issues related to security, application errors/problems and VPN or Citrix connection issues.
The NDUS Help Desk is staffed M-F, 7:30 a.m.-9 p.m.

Pointers from the Pilots...

This section is compiled monthly by the ConnectND communications staff using information gathered from Valley City and Mayville State universities, two of the ConnectND pilot sites, in an effort to share their implementation experiences with the other campuses. We believe that many of the pointers are applicable to state agencies as well.

Messages work best with:
➤ Multiple delivery methods (e.g.: hard copy, email, open forums, campus newsletter)
➤ Multiple messages (e.g.: payroll notices at 90-, 60-, 30-day intervals)
➤ Multiple times (combination of above)

The campus president/agency head should announce his/her goal regarding shadow systems:
(the Governor has called for their elimination wherever possible)
➤ Recognize that new shadow systems will be created in the short-term as an aid to learning/using the new system

Reminders to offices implementing the system:
➤ Take time to learn
➤ Remember that you will be learning as you go
➤ Work processes will be slower, initially
➤ There will be temporary frustrations—how you handle them is important. Don't let your frustrations show to others
➤ Keep your perspective
➤ Exercise your sense of humor
➤ Think of it as "a new job"
➤ Remember that it won't happen overnight

Reminder information to the rest of campus/department:
➤ Please be patient, we are learning as we go

For campuses approaching payroll implementation:
➤ 90-days 60-day, 30-day – messages to campus
➤ Information to departments: Time slip information must be in on time – with the semimonthly pay cycle and the 8-day lag period, the payroll office will not have time to call for late time sheets
➤ Circulate payroll advance information, including application deadline
➤ "This will be your last *monthly* paycheck" message
➤ Check stub contains more information – send letter with first paycheck explaining "how to read" the new stub
➤ Consider holding an open forum as well, the day after the first paycheck is distributed to explain expanded information on the pay stub

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April ConnectND IVN updates
· Thursday, Apr 3rd (9-9:50 a.m.) – available in the video archive – see right
· Thursday, Apr 17th (9-9:50 a.m.)
· Thursday, Apr 31st (9-9:50 a.m.)

Everyone is invited to attend the IVN update sessions. Specific locations are indicated on the calendar.

Can't make IVN meeting dates?
The IVN sessions are captured and recorded through webstreaming. Use the video archive to view a missed session at a later date.

CONNECT ND e bulletin